



Lottery Complaints Procedure

It is a policy of St. John's Hospice Lottery to take any complaint by a customer / member seriously. Any complaint received will be viewed in a positive manner, as a means by which our service can be improved and developed. We are constantly striving to meet the rising expectations of our members, and we welcome feedback on where our services can be improved or where your expectations have not been met.

We actively encourage our members to use our Complaints Procedure so that issues and concerns can be raised with management and addressed appropriately. This policy explains how the Complaints Procedure works, what you need to do and what you can expect. There are four levels: Lottery Lead - Director of Income Generation - Chief Executive Officer - IBAS.

Definition

A complaint is an expression of general dissatisfaction, one related to the outcome or process of the lottery.

Informal Complain - Verbal
Formal Complaint - Written

Note: Any complaint relating to the functionality or outcome of the lottery would be logged as an incident following the St Johns Hospice incident reporting procedure.

- All complaints will be dealt with in a courteous manner, and without delay.
- Many complaints can be resolved immediately to the satisfaction of the complainant. Every effort will be made to achieve this by dealing courteously and promptly with the complainant.
- All Lottery complaints are recorded through the St John's Hospice incident reporting system with our quality governance team. They are logged and where necessary a root cause analysis is completed. High level incidents are then recorded on our corporate risk register which is then discussed at board level at quarterly meetings.
- Where a complaint is against a member of the lottery staff the Director of Income Generation must be informed immediately.

Procedure - **Verbal Complaint:**

- To aid this, the recipient of the complaint must ascertain the source of the complaint e.g. the lottery department and refer the complaint directly to the Lottery Lead.
- Where the Lottery Lead is immediately unavailable the recipient of the complaint should ask the complainant for their name, address and telephone number and details of the



complaint – accurately recording all information on an incident form and inform the Lottery Lead by email. A copy will be sent electronically to the Head of Income Generation as responsible officer of the licence.

- The Lottery Lead must make every effort to contact the complainant within three working day of the complaint being received, and take necessary steps to resolve the issue. Where resolution is not immediately possible the complainant must be informed and advised of a likely timescale.
- If the Lottery Lead is unable to resolve the complaint, the complainant will be directed to through the next level of our complaints procedure.

Procedure - **Written Complaint:**

- All written complaints must be dealt with immediately by the Lottery Lead within three working days. If, after receiving your response and you feel that your concerns have not been fully addressed you can ask for your complaint to be referred to the next level of our complaints procedure.
- If you still feel dissatisfied after your complaint has progressed through our internal complaints procedure, the hospice will refer it for arbitration.
- As a member of the Hospice Lotteries Association this will be referred to The Independent Betting Adjudication Service Limited (IBAS). IBAS acts as an impartial adjudicator on disputes that arise between gambling operators who are registered with IBAS and their customers. You can only do this after the first four stages have been completed. For more details of the service operated by IBAS visit their website at: www.ibas-uk.com or telephone 020 7347 5883. You can also write to IBAS at: PO Box 62639 London EC3P 3AS
- All documentation connected with a complaint should be logged with the original incident number and recorded by St John's Hospice Lottery.
- All Complaints records will be available for inspection by the Gambling Commission and held for a period of 3 years.